GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2444
ANSWERED ON:04.12.2002
POSTAL SERVICES IN JHARKHAND
DUKHA BHAGAT

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints received regarding poor postal services in Jharkhand during the last two years alongwith the nature of complaints;

(b) whether the negligence of officers and employees has been noticed while investigating the complaints; and

(c) if so, the action taken by the Government against those negligent officers and employees and the outcome thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. S PASWAN)

(a) Number of complaints about poor postal services received in Jharkhand during the last two years are as under:-

Year	No. of complaints received
2000-2001	1612
2001-2002	1721

The complaints were mainly about delay in delivery of mails, payment of money orders, non-receipt of payee`s acknowledgements, Savings Bank/Cash Certificate Schemes and Speed Post articles.

(b) Yes, Sir.

(c) 38 officials/officers were punished as per CCS(CCA) Rules 1965 and CCS(Conduct) Rules 1964, they were awarded with the punishments of Censure, stoppage of increments, recovery of monetary loss, removal from service and transfer of staff.